Frequently Asked Questions

1) How do I apply for a job with Durham County Government?

   You must register and create a profile. Once you have registered and created a candidate profile, you may complete a job search and apply to any open position.

2) Do I need a valid email address to register and apply for a position?

   Yes, you must have an email address, as it is a necessary part of the application process. You may set up a free email account at Yahoo.com, Hotmail.com or Gmail.com.

3) If I share an email address with someone in the same household, can I create my own account using the same email address?

   No. Each user account or profile must have a unique email address. You may not share accounts, profiles or email addresses.

4) How will I know if my online application was submitted successfully?

   If your online application has been submitted successfully, you will receive a confirmation email immediately. You will also see the confirmation message appear on the screen at the end of the application process.

5) What happens if I forget my password? See instructions below.

   - Access the Durham County employment opportunities link
   - Type your user name in the user name field
   - Click on "Password Forgotten link"
   - Type in user name in "User name" field
   - Type in the email address associated with the "User name"
   - Click on the button "Request Password" located on bottom left side of screen
   - A link will be sent to your email account. Follow the directions in the email to change your password.

6) Will I be able to access my account if my email address is changed?

   No, you have to set a new profile as new applicant.

7) If I attach my resume, do I need to complete the candidate profile data?

   Yes, the candidate profile data has to be completed if you want to be considered for a position. However, you may register and then upload your resume. The system will fill in most of the

fields from the information contained in your resume into the candidate profile. However, it is recommended that you verify that the information has been correctly uploaded before submitting an application for any position.

8) Can I check the status of my application on-line? Yes, see instructions below.

- Log into the SAP External Candidate Start Page
- Click "Employment Opportunities" tab
- Click on "My applications" tab
- Review the job posting list
- Highlight the appropriate job posting by clicking to the right of the job posting name.
- In the list check the status heading to the status of your application
- Click on "Continue/Display Application" for further review the application.
- Click on "Log off" at the right hand corner exit

9) Will I receive notification when the position has been filled?

All candidates who have applied for a position will receive a notification when a position has been filled.

10) How do I search for open positions?

Go to durhamcountync.gov and search on the browse for jobs link in the careers at Durham County section of the employment page.

11) How often are job posting update on the website?

Durham County job postings are updated every Monday.